**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 03 October 2022 |
| Team ID | PNT2022TMID35911 |
| Project Name | Project – Smart Solution for Railways |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Requirements | * Booking tickets doesn’t require the need for the user to assemble at the railway office. * The railway reservation system facilitates the passengers to enquiry about the trains available on the basis of source and destination, booking and cancellation of tickets, enquiry about the status of the booked ticket, etc. |
| FR-2 | User Registrations | * Registration through websites or mobile apps. * Registration through Gmail. * Verification & OTP confirmation through Gmail & SMS |
| FR-3 | Payment options | * Net Banking. * UPI Payments. * Credit/Debit cards. |
| FR-4 | User Complaints | * Send the complaints to the Railway Department through Gmail or through the websites, where the user books the tickets. * Help options & complaint options will be available in web or apps. * User can complaint through customer care services. |
| FR-5 | Product installation | * User can Download & Install the booking app from the websites for free. * The products UI will be easier to use for illiterate people too. |
| FR-6 | Return Policy | * Moreover tickets will be confirmed, but in worst cases the entire amount will be refunded. |

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | * Website / App can be used without any complications. * They can easily use this website or app after reading the instructions provided in the websites. * Process is made even simpler by following the given demo video in websites. |
| NFR-2 | **Security** | * Secure the website or app from others by using password based on user wishes. |
| NFR-3 | **Reliability** | * Software services are periodically updated. * The services are highly trusted among other websites. |
| NFR-4 | **Performance** | * The website is user friendly & time taken for booking a ticket is made simpler. |
| NFR-5 | **Availability** | * It can be used at anywhere by the user at anytime whenever requires. * Access and controlling can be done at anytime from the place where we are. |
| NFR-6 | **Scalability** | * It can connect every user who download and install the app without any crashes/clashes in the website. |